Troubleshooting PD² Application Server Errors

October 23, 2000

Table of Contents

1. Incorrect Application Server Password 3
1.1 Problem 3
1.2 Verification 3
1.3 Solution 4
2. Cannot "Ping" the Application Server 6
2.1 Problem 6
2.2 Verification 6
2.2.1 Verifying the IP Address of the Application Server 6
2.2.2 Verifying the IP Address in the PD² Database 7
2.3 Solution 8
3. Error 3: Requested Server Name Not Found 9
3.1 Problem 9
3.2 Solution 9
4. Error 4: Call to Connect Two Endpoints Failed 10
4.1 Problem 10
4.2 Solution 10
4.2.1 Sybase Server is Not Running 10
4.2.2 Connection to the Server May Be Disabled 10
4.2.3 SQL.ini File May Be Incorrect 11
5. Error 50: Unsupported Driver Name 12
5.1 Problem 12
5.2 Verification 12
5.2.1 No Application Server is Listed 12
5.2.2 Incorrect Application Server Name 13
5.3 Solution 14
6. 01/01/1900 - Database Error 15
6.1 Problem 15
6.2 Solution 15
7. Job Status is "Stopped" 16
7.1 Problem 16
7.2 Solution 16
8. Error: "Unable to Copy ps File" - Cannot Locate the EDA Path Directory 18
8.1 Problem 18
8.2 Verification 18
8.3 Solution 19
8.3.1 Create the EDA Folder 19
8.3.2 Change the EDA Path 20
9. Error: "Unable to Copy ps File" - EDA Path Directory Already Exists 22
9.1 Problem 22
9.2 Verification 22

9.2.1 Determining the Location for Building Files....22
9.2.2 Determining the Permissions on the EDA Path Directory....23
9.3 Solution....23
9.3.1 Changing the EDA Build Location....23
9.3.2 Changing the Permissions....23
10. Error: "Please Specify the Name of the Application Server You Wish to Start" 24
10.1 Problem....24
10.2 Solution....24
10.2.1 From the PD^2 Program Group....24
10.2.2 From the "Run…" Dialog Box....25
11. Error: "Index File Could Not Be Created" 27
11.1 Problem....27
11.2 Verification....27
11.3 Solution....27
12. Error: "No Configuration File Found" 28
12.1 Problem....28
12.2 Solution....28
13. Error Number 35: "Error Calling External Object Function Printout" 29
13.1 Problem....29
13.2 Solution....30

1. Incorrect Application Server Password

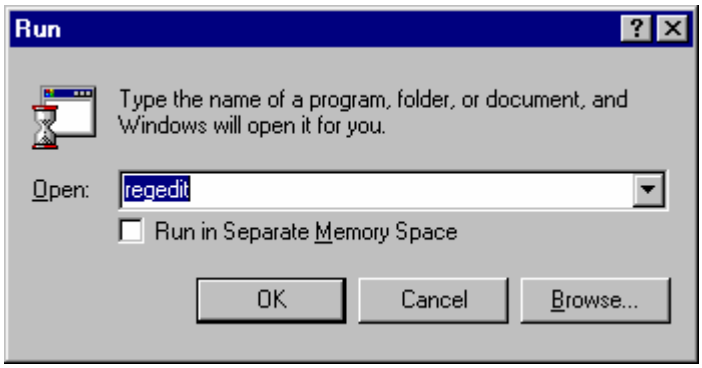
1.1 Problem

A user attempts to start the Application Server and they receive the following error.

This usually indicates that the password the Application Server is using to connect to the database is incorrect.

1.2 Verification

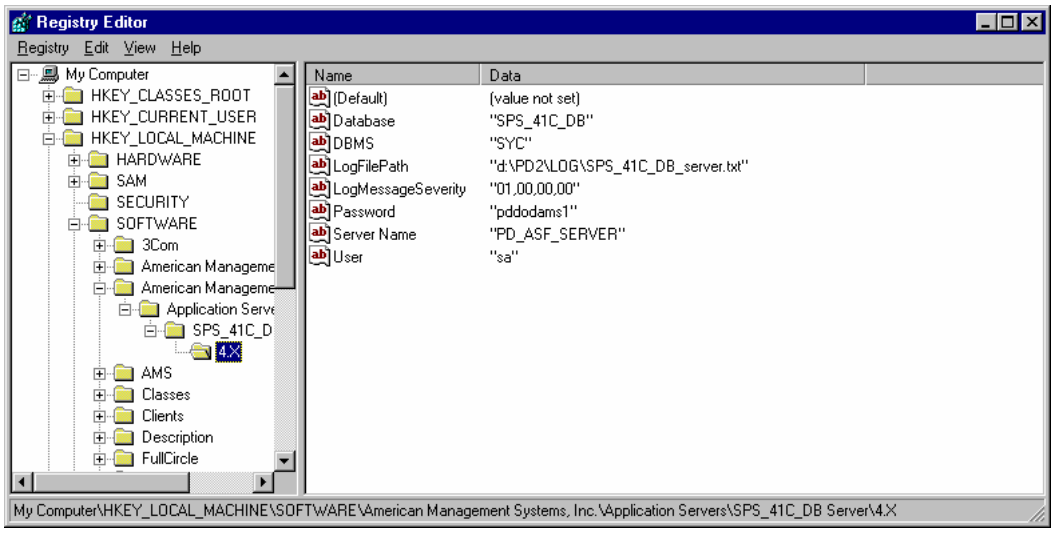
Have the user go to the Application Server and open the registry. They can do this by going to the Start Menu and open the "Run..." dialog box. When the dialog box opens enter the "regedit" command to open the registry.



When the Registry Editor opens have the user open these folders in the following order:

- HKEY_LOCAL_MACHINE
- SOFTWARE
- American Management Systems, Inc.
- Application Servers
- Application Server Name
- 4.X

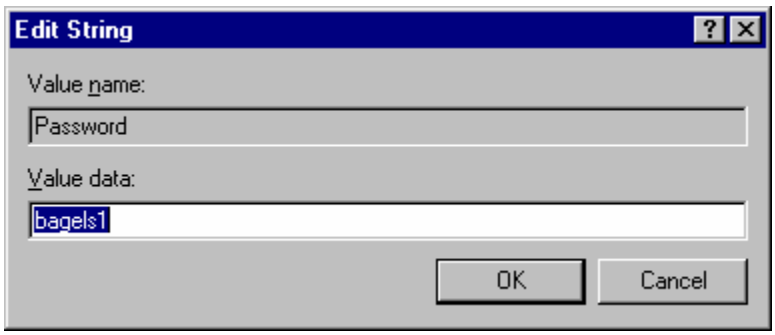
The right hand side of the window lists all of the registry entries for the Application Server.



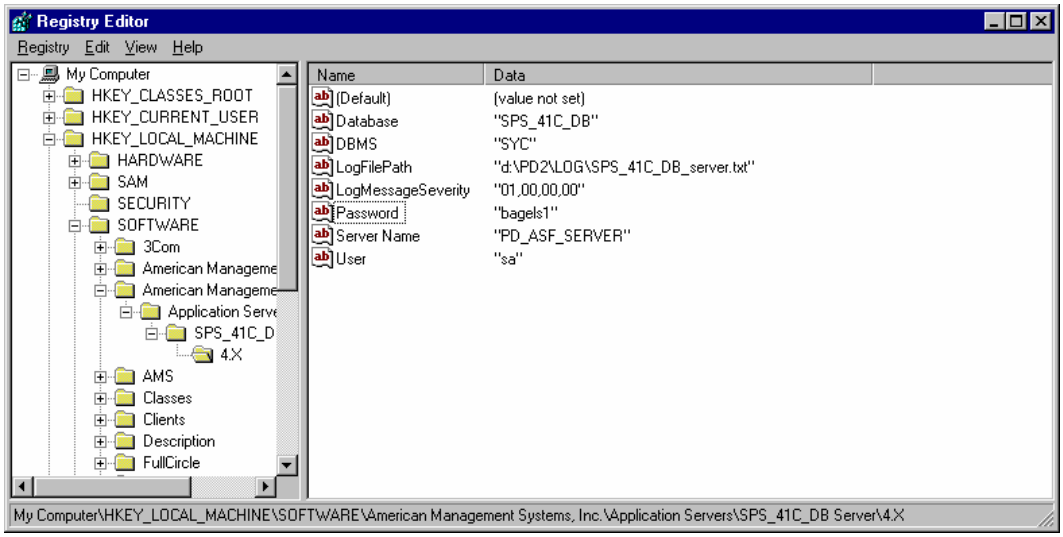
If the value next to the Password parameter is not the correct password for the server then it needs to be updated.

1.3 Solution

Have the user right click on the value name "Password" and select "Modify" from the popup menu.



Change the password in the "Value data" field to the correct password and click OK.

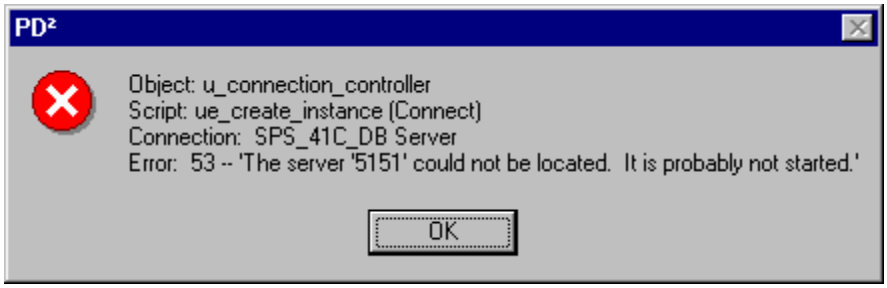


The new password will now appear in the registry. At this point have the user close the Registry Editor and start the Application Server.

2. Cannot "Ping" the Application Server

2.1 Problem

User cannot "ping" the Application Server from the EDA Task in PD². They receive the following errors.



The IP address in the app_server table is incorrect.

Note: Before proceding make sure the Application Server is running when the user attempted to ping it. If it is running then continue to the next section.

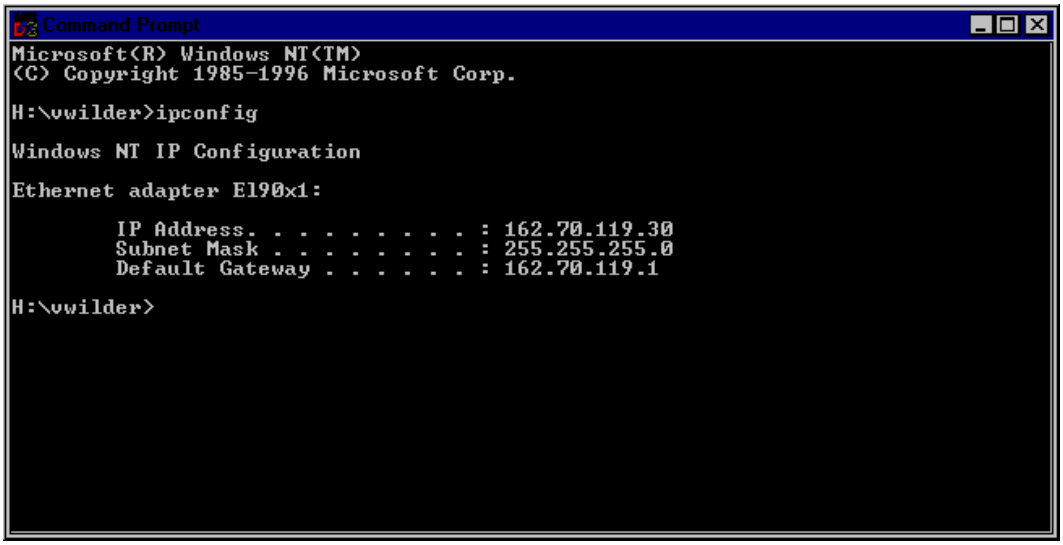
2.2 Verification

2.2.1 Verifying the IP Address of the Application Server

The IP address of the Application Server can be determined by running the following command from the MS-DOS prompt on the Application Server.

```
ipconfig
```

The results will look similar to the following:

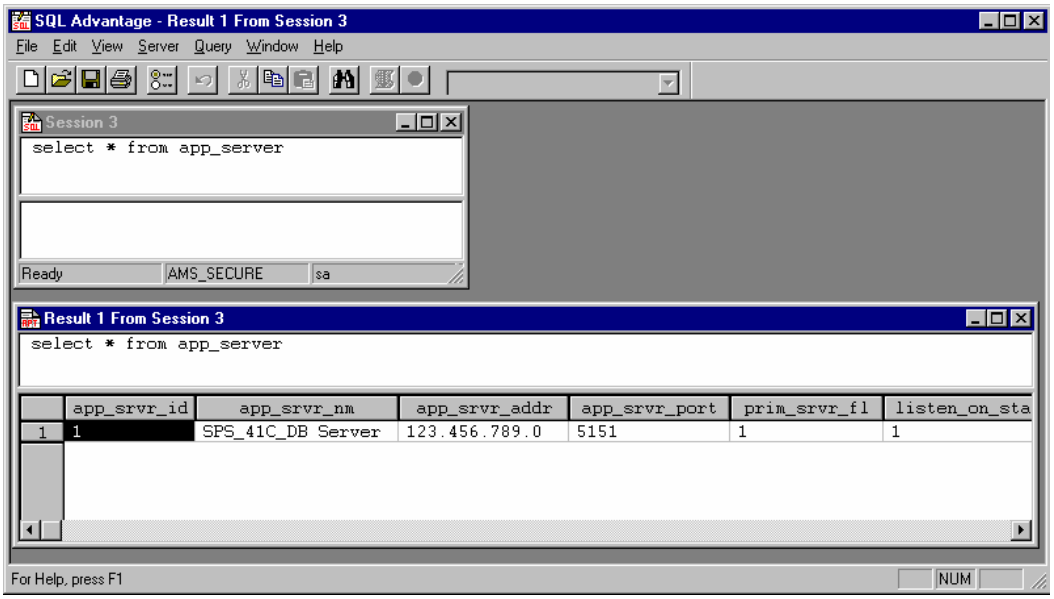


2.2.2 Verifying the IP Address in the PD² Database

Have the user log into SQL Advantage and connect to the production database. Once they are connected have them run the following select statement.

```
select * from app_server
```

The results will look similar to the following:



Have the user note the IP address under the app_srvr_addr column. This value should match the IP address of the Application Server.

If the IP address of the Application Server does not match the IP address in the app_server table then the app_server table needs to be updated to reflect the correct IP address.

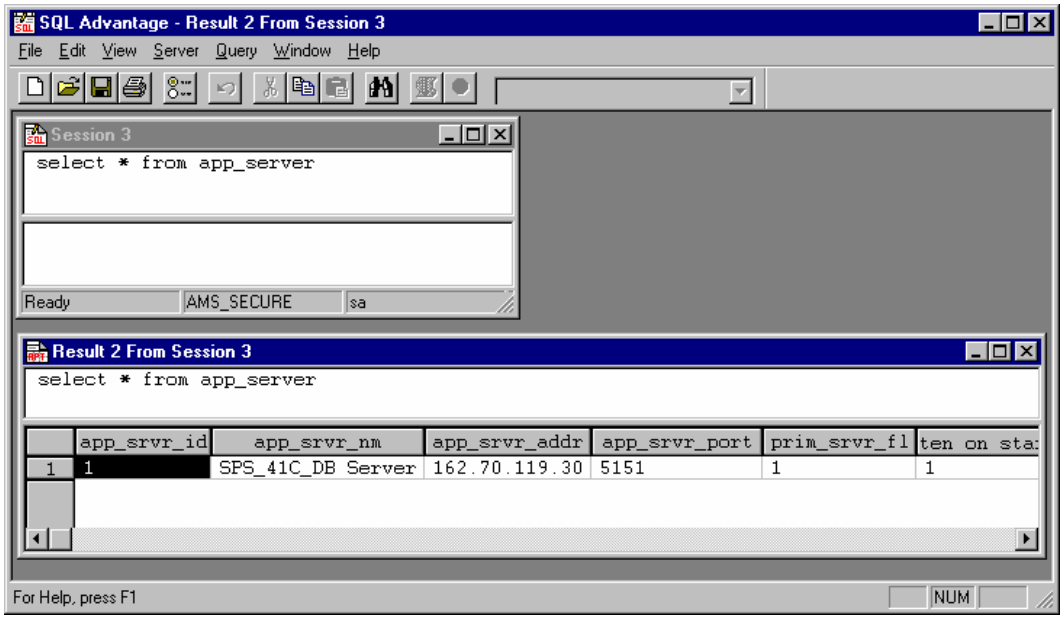
2.3 Solution

In order to update the IP Address in the app_server table, have the user connect to the production database using SQL Advantage and run the following update statement.

```
update app_server set app_srvr_addr = '<ip_address>'
where app_srvr_id = 1
```

<ip_address> = the IP address of the Application Server.

Then have the user run the '`select * from app_server`' command again to verify that the IP address has been updated.

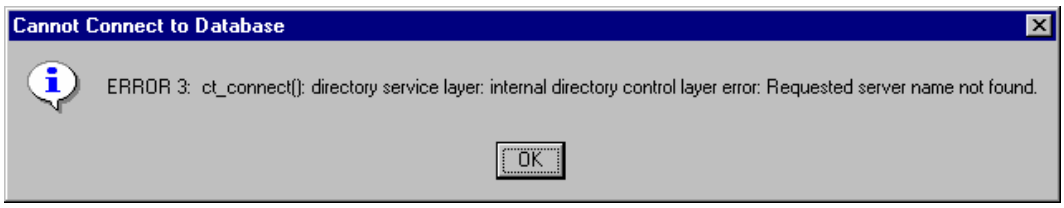


Once the IP Address has been correctly set have the user log on to PD², open the EDA Task and Ping the server. If everything has been set correctly they will receive the following message.

3. Error 3: Requested Server Name Not Found

3.1 Problem

A user attempts to start the PD² Application Server and receives the following error messages.



The Server Name listed in the SQL.ini is missing or incorrect.

3.2 Solution

Locate the sql.ini file on the Application Server. After opening the sql.ini file locate the [PD_ASF_SERVER] entry. This is the entry that the Application Server uses to connect to the Sybase Server. If this entry does not exist then create one and enter the IP address of the Sybase Server. The new entry should look similar to the following entry.

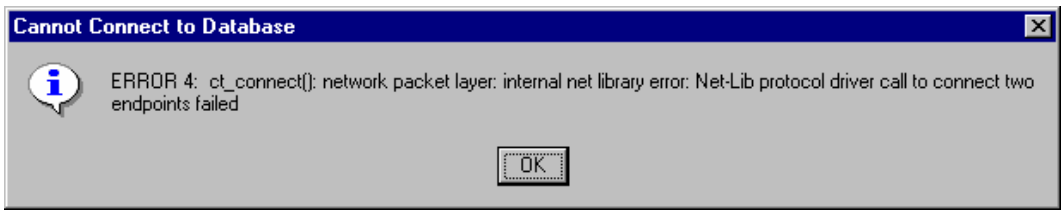
```
[PD_ASF_SERVER]
master=NLWNSCK,162.70.148.168,5000
query=NLWNSCK,162.70.148.168,5000
```

Note: There should be should be only one sql.ini file on the Application Server. If there is more than one, you will have to verify that the [PD_ASF_SERVER] entry exists in each file.

4. Error 4: Call to Connect Two Endpoints Failed

4.1 Problem

A user attempts to start the PD² Application Server and receives the following error messages.



There are three possible causes for this error.

1. The Sybase Server is not running
2. Connectivity to the Sybase Server has been disabled
3. The SQL.ini file on the Application Server is incorrect

4.2 Solution

4.2.1 Sybase Server is Not Running

Have the user go to the Sybase Server and verify that it is running. If they are unable to get to the server, then have the user log into PD². If they receive the same Error 4 when connecting to the Sybase Server via PD² then the server may not be running.

4.2.2 Connection to the Server May Be Disabled

If the Sybase Server *is* running, have the user open an MS-DOS prompt from the Application Server and ping the Sybase Server's IP address. If the ping times out, then the connectivity from the Application Server to the Sybase Server needs to be re-established. Have the user contact their network support personnel for further assistance.

4.2.3 SQL.ini File May Be Incorrect

If the Sybase Server *is* running and the user *can* ping it from the Application Server then, have the user locate the sql.ini file on the Application Server. There will be an entry in the SQL.ini file that looks similar to the following.

```
[PD_ASF_SERVER]
master=NLWNSCK,162.70.148.168,5000
query=NLWNSCK,162.70.148.168,5000
```

Have the user verify that the IP Address under the heading [PD_ASF_SERVER] is correct. If it is incorrect have the user make the necessary changes and save the file.

Note: There should be should be only one sql.ini file on the Application Server. If there is more than one, have the user verify the IP address in each file.

Once connectivity has been verified and the IP address has been correctly set, the user should now be able to start the Application Server.

5. Error 50: Unsupported Driver Name

5.1 Problem

User attempts to start the Application Server and they receive the following error message.

There are two possible causes for this error.

1. There is no listing for the Application Server in the selected database.

2. The Application Server listed in the selected database does not have the same name as the one that the user is attempting to start.

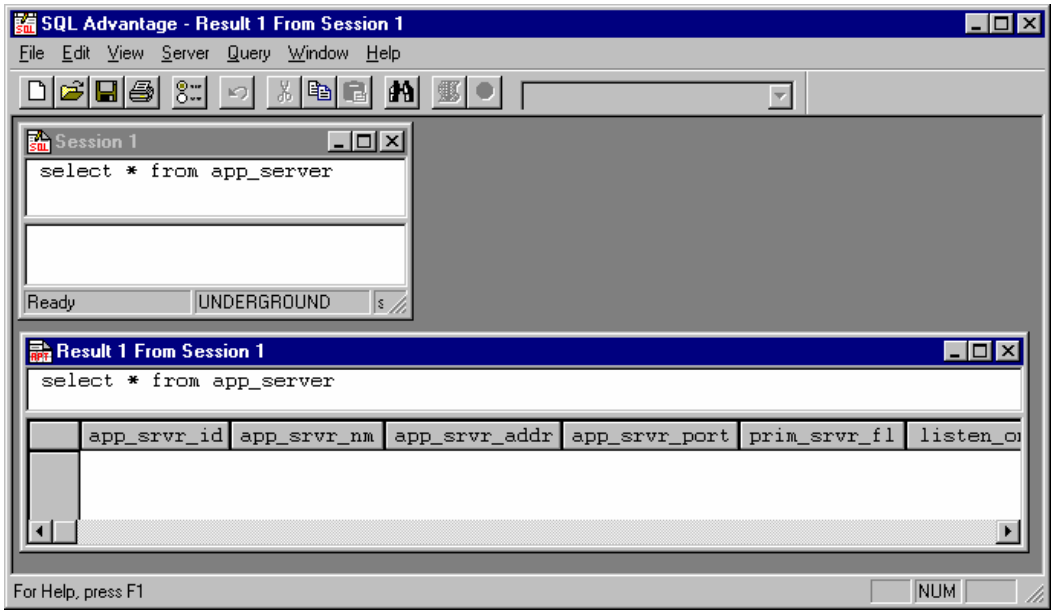
5.2 Verification

5.2.1 No Application Server is Listed

Have the user log into SQL Advantage and connect to the production database. Once they are connected have them run the following select statement.

```
select * from app_server
```

The results will look similar to the following:



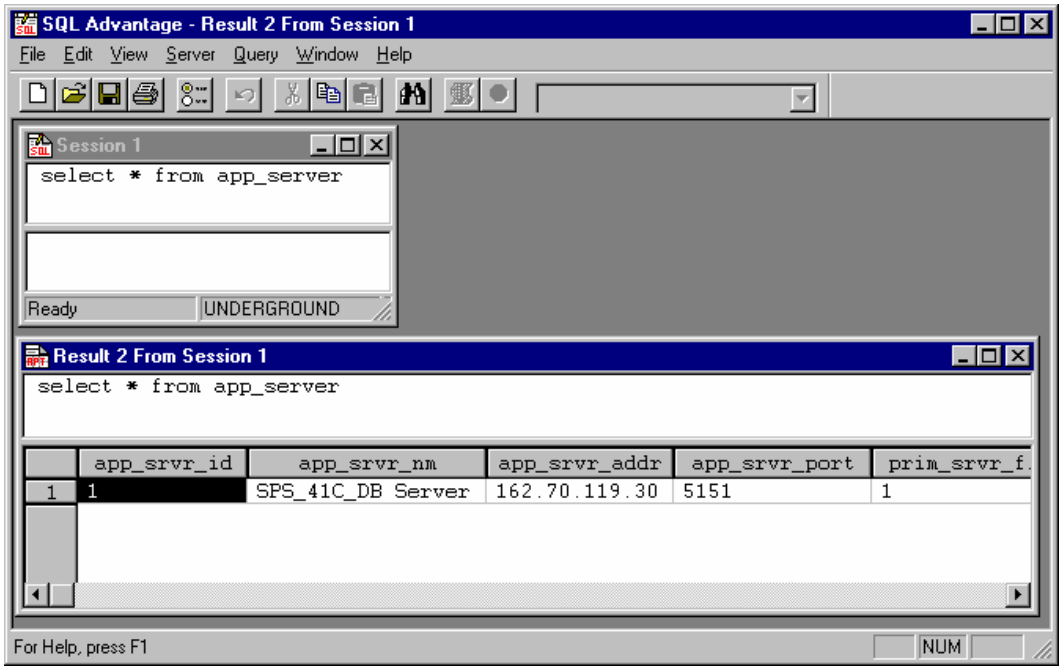
Notice that there are no Application Servers listed in the app_server table.

5.2.2 Incorrect Application Server Name

Have the user log into SQL Advantage and connect to the production database. Once they are connected have them run the following select statement.

```
select * from app_server
```

The results will look similar to the following:



Notice that the name listed under the column "app_srvr_nm" (SPS_41C_DB Server) does not match the name of the Application Server that the user is attempting to start (SPS_M00001_DB Server).

5.3 Solution

Have the user locate the asf.sql file that was created when the Application Sever was installed. It can be found on the server in the C:\PD2\AppServer directory.

The contents will look similar to the following:

```
use SPS_M00001_DB
go

INSERT INTO app_server VALUES (1,'SPS_M00001_DB
Server','162.70.119.30','5151',1,1)
go

INSERT INTO app_srvr_serv_xref (app_srvr_id,
dist_serv_id, schedule_id) VALUES (1,1,1)
go

INSERT INTO batch_schedule (schedule_id) VALUES (1)
go
```

Have the user log into SQL Advantage and run the following SQL commands to clear out any information that is currently in the Application Server tables.

```
truncate table app_server
go
truncate table app_srvr_serv_xref
go
truncate table batch_schedule
go
```

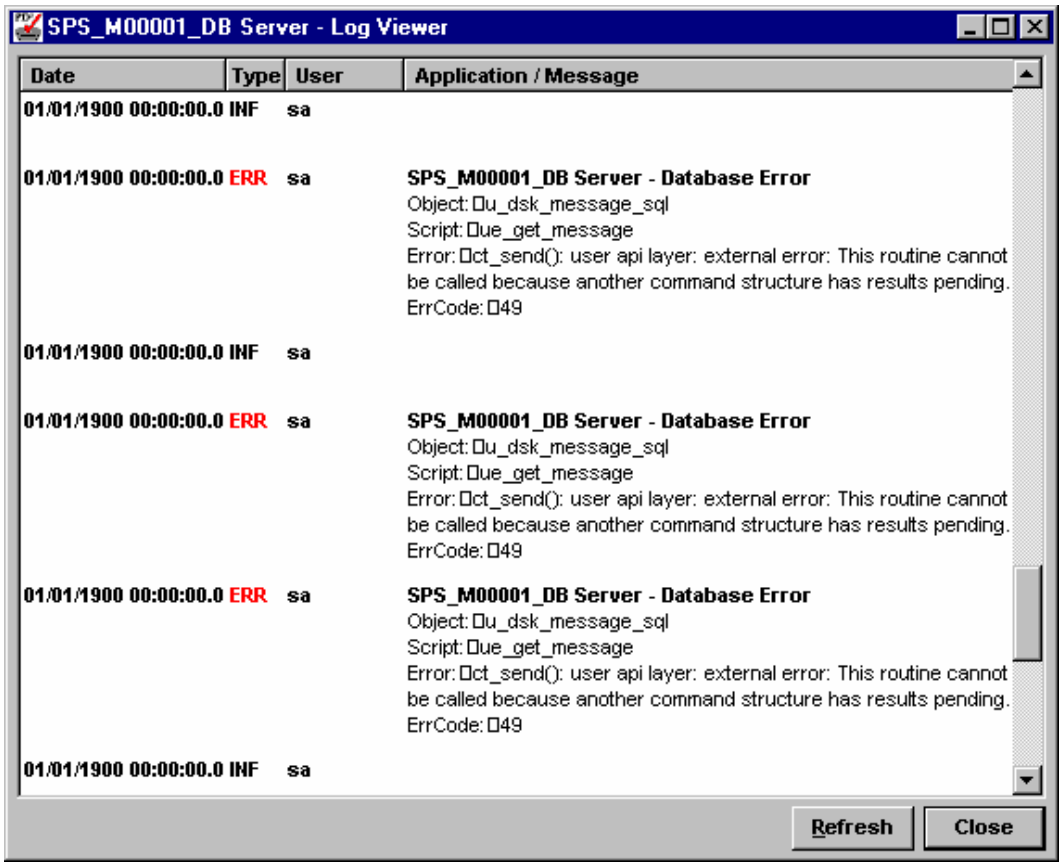
Then have the user copy the contents of the asf.sql file into SQL Advantage and execute the entire script.

Once the script has been executed, the user should now be able to start the Application Server.

6. 01/01/1900 - Database Error

6.1 Problem

User opens the Application Server Log and the following error appears.



This error indicates that the Application Server was scheduled to run at a certain time, but the Sybase server was not running at this time. The Application Server pulls the date and time from the Sybase server. If the Sybase server is not running the date/time stamp defaults to 01/01/1900.

6.2 Solution

Stop and Exit the Application Server. Start the Sybase Server. Then restart the Application Server.

7. Job Status is "Stopped"

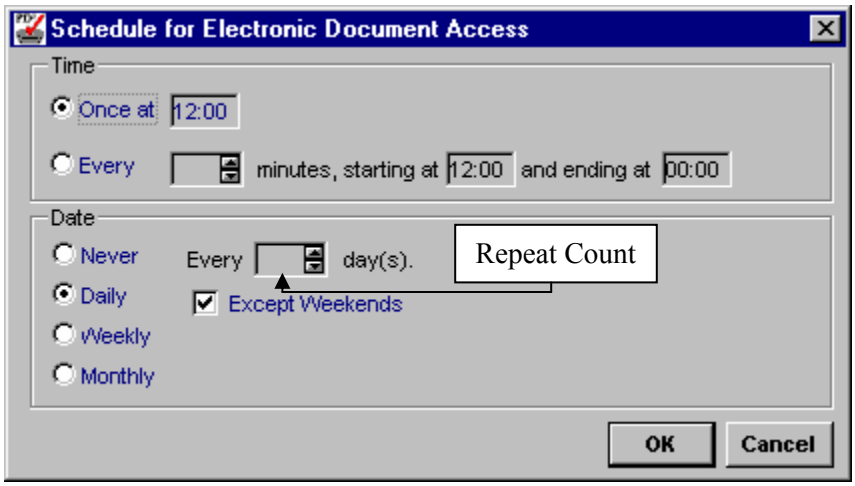
7.1 Problem

User is in the Jobs window of the Application Server and the status is listed as "Stopped". The user is unable to Run or Enable the job because these buttons are grayed out.

The daily schedule must be set to indicate the number of days in order to change the job status to "Waiting"

7.2 Solution

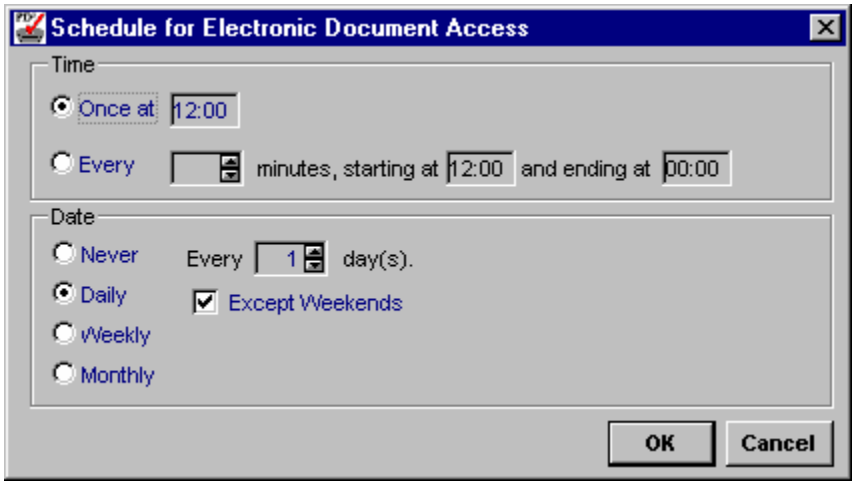
Have the user click on the Schedule button. The will open the EDA scheduler.



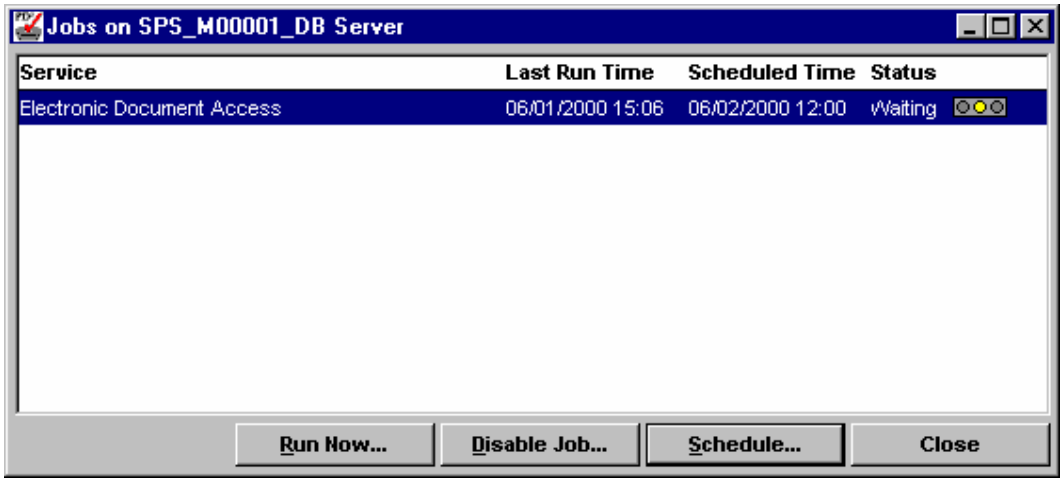
In the example above the Application Server is set up to run each day at noon, except for weekends. Notice the box between "Every" and "day(s)". This field is referred to as the repeat count. Without it the Application Server cannot determine its next execution date.

If it is currently empty. Have the user enter a number into this field. They can enter any number between 1 and 999.

One (1) means that this schedule will execute every day. Two (2) means that this schedule will execute every other day. Three (3) means that this schedule will execute once every three days. Etc. Etc.



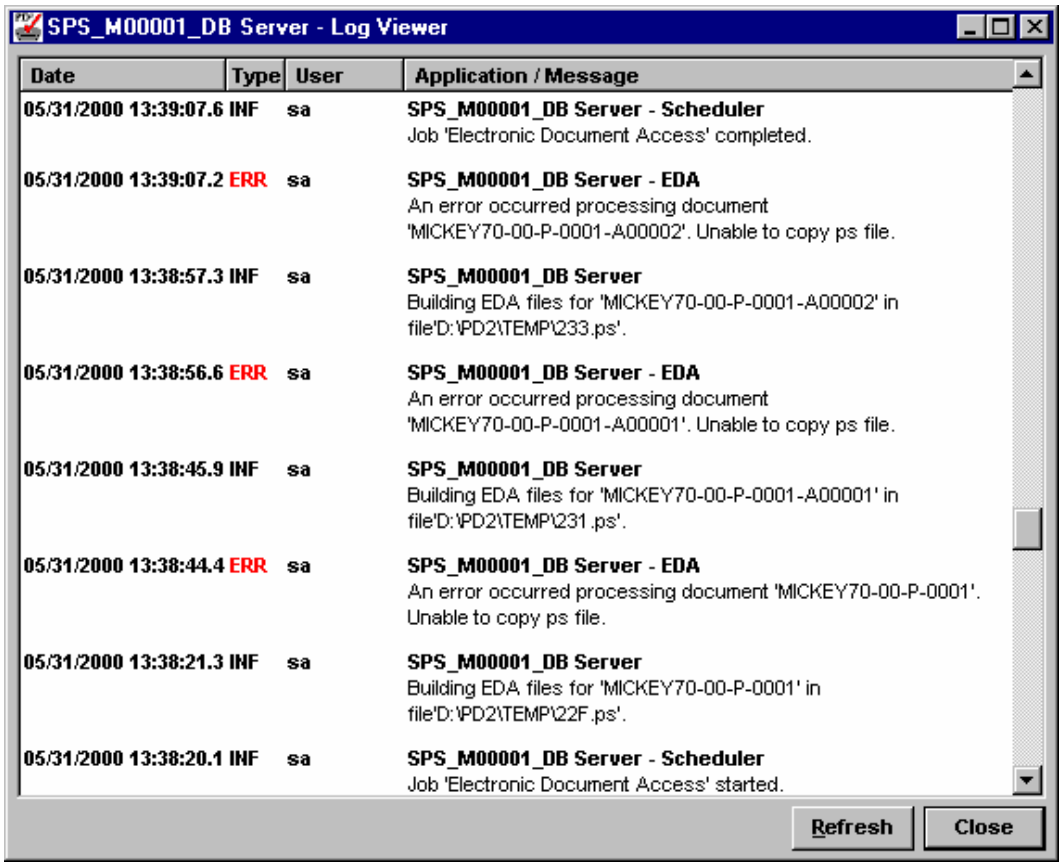
Once they have entered a number, have the user click on the OK button. The Jobs window will now show a status of "Waiting" and the "Disable Job" and "Run Now" buttons are no longer grayed out.



8. Error: "Unable to Copy ps File" - Cannot Locate the EDA Path Directory

8.1 Problem

The user attempts to run the Application Server and an error reading "Unable to copy ps file" appears in the in the Application Server log.



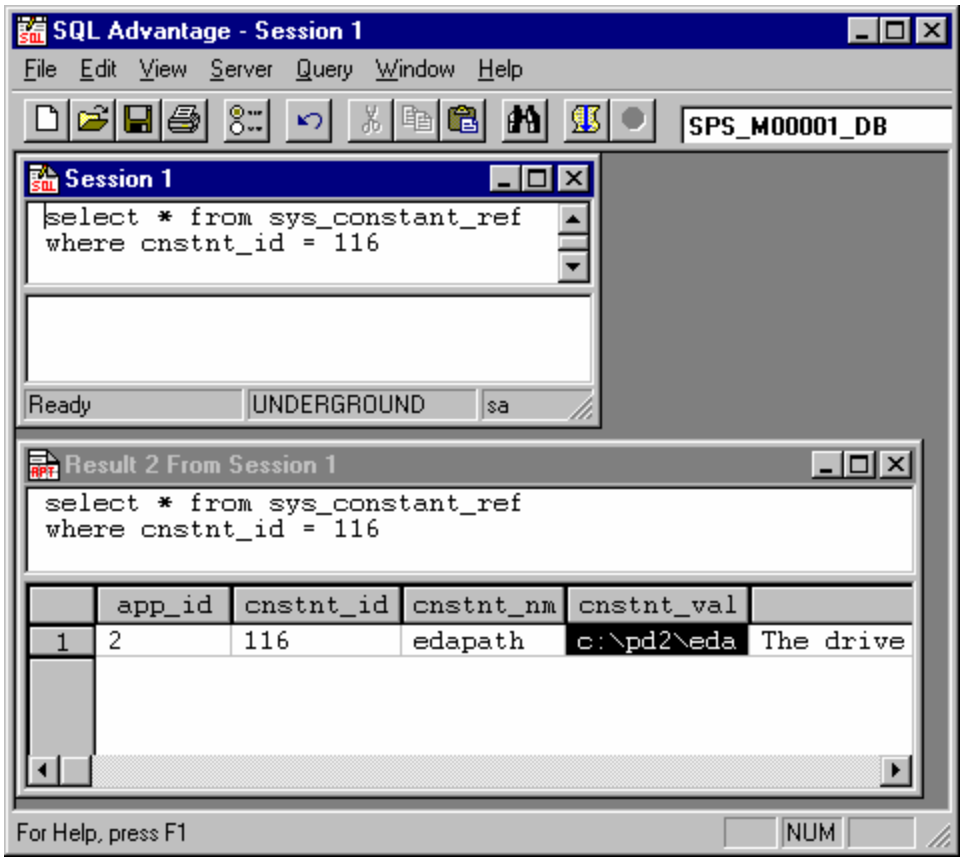
This error occurs when the Application Server cannot locate the directory where the .ps and .idx files should be placed once they are built.

8.2 Verification

Have the user log into SQL Advantage and connect to the production database. Once they are connected have them run the following select statement.

```
select * from sys_constant_ref where cnstnt_id = 116
```

The results will look similar to the following:



Have the user make a note of the value listed under the column labeled "cnstnt_val". This is the directory where the Application Server will place the .ps and .idx files after they have been built.

Have the user go to the Application Server and use Windows NT Explorer to verify that this directory exists. If the directory exists, then go to Section 9. If the directory does not exist then the user has two options:

1. They can use Windows NT Explorer to create the directory.

2. They can change the EDA Path that is listed in the database to point to another directory.

8.3 Solution

8.3.1 Create the EDA Folder

This is the easier of the two solutions. Have the user open Windows NT Explorer on their Application Server and create the folder that is listed in the database.

8.3.2 Change the EDA Path

If the user prefers to have the .ps and .idx files placed in another location, then they must change the value that is currently listed in the database.

To do this have the user connect to the production database using SQL Advantage. Once they are connected have them run the following SQL command.

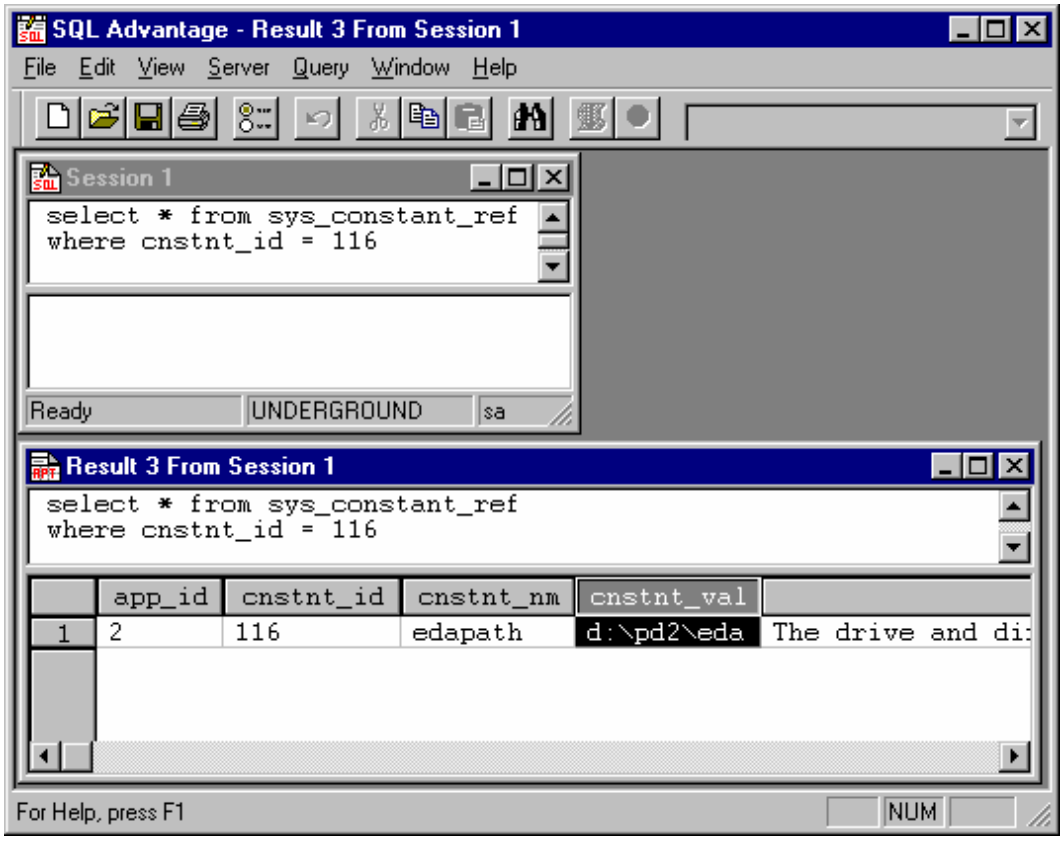
```
update sys_constant_ref set cnstnt_val = '<eda_path>'
where cnstnt_id = 116
go
```

<eda_path> = directory on the Application Server where .ps and .idx files will be stored.

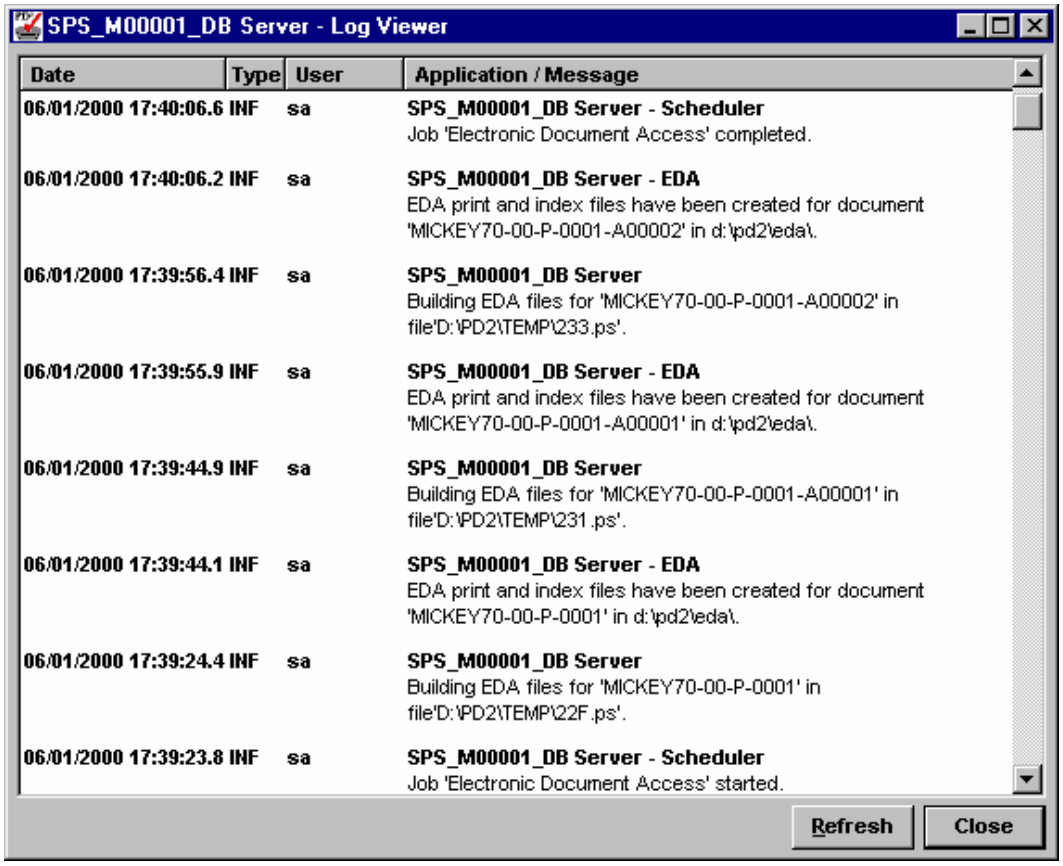
Example

```
update sys_constant_ref set cnstnt_val = 'd:\pd2\eda'
where cnstnt_id = 116
go
```

Once this is done have the user run the select statement once again to verify that the change has been made.



Once the change has been made the user can mark the failed documents as "ready to be processed" and they will be processed the next time the Application Server is scheduled to run.



9. Error: "Unable to Copy ps File" - EDA Path Directory Already Exists

9.1 Problem

The user verified that the directory listed in the database already exists on the Application Server, but the "Unable to copy ps file" error still occurs. There are two things that will cause this problem.

1. The Application Server is attempting to store the .ps and .idx files in the same directory where they are being built.

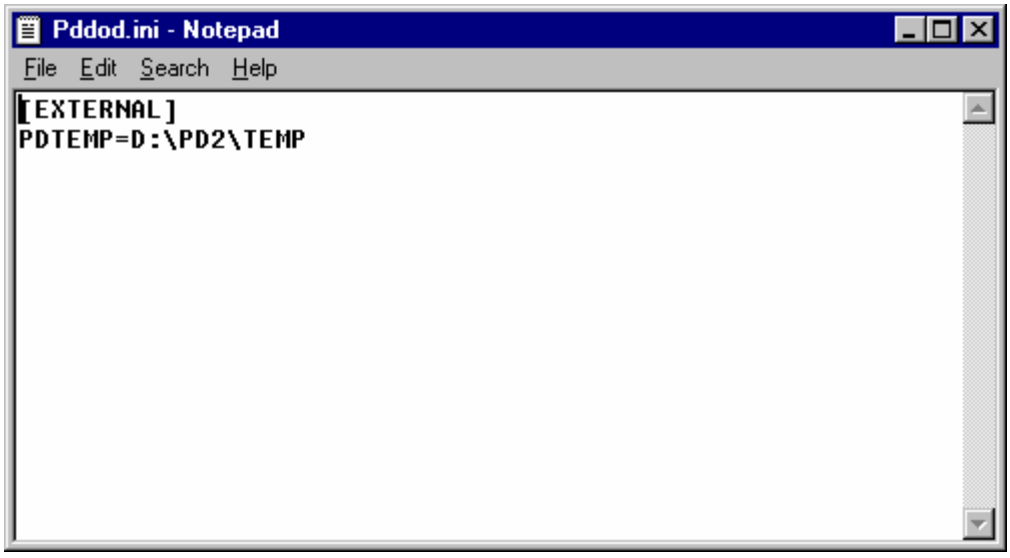
2. The Application Server does not have "write" access to the specified directory.

9.2 Verification

9.2.1 Determining the Location for Building Files

The directory where EDA files are built is listed in the Application Server Log. In this example the directory is d:\pd2\temp. This directory is designated in the pddod.ini file on the Application Server.

Have the user locate the pddod.ini file. It can be found in the C:\PD2\AppServer directory. The contents of this file will look similar to the following.



The value of the PDTEMP parameter designates where EDA files are built. The value in the "cnstn_val" column in the sys_constant_ref table determines where the files are placed after they are built. The Application Server can not place files in the same directory where they are being built.

9.2.2 Determining the Permissions on the EDA Path Directory

Have the user verify the permissions for the EDA path directory. Have them make sure the current logon user for the Application Server has permission to write to this directory. If they need assistance doing this please have the user contact their Network Administrator.

9.3 Solution

9.3.1 Changing the EDA Build Location

The user can change the EDA build location by changing the value for PDTEMP in the pddod.ini file to point to another directory.

Note: If there is more than one pddod.ini file on the Application Server then have the user change this value in each file.

9.3.2 Changing the Permissions

Have the user update the permission on the EDA directory so that current logon has permission to write to this directory. If they need assistance doing this please have the user contact their Network Administrator.

Once the change has been made the user can mark the failed documents as "ready to be processed" and they will be processed the next time the Application Server is scheduled to run.

10. Error: "Please Specify the Name of the Application Server You Wish to Start"

10.1 Problem

A user attempts to start the PD² Application Server and receives the following error message.

This usually occurs when the user is trying to start the Application Server by clicking on the pd2asf.exe file.

10.2 Solution

The Application Server must be started from the Windows NT Start menu. There are two was ways to do this.

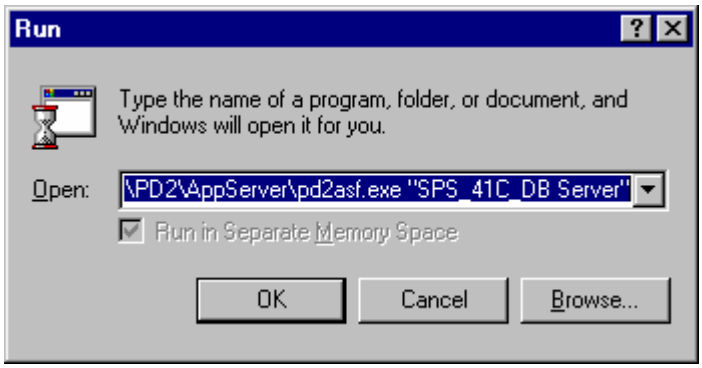
1. From the PD^2 Program Group
2. From the "Run…" dialog box

10.2.1 From the PD^2 Program Group

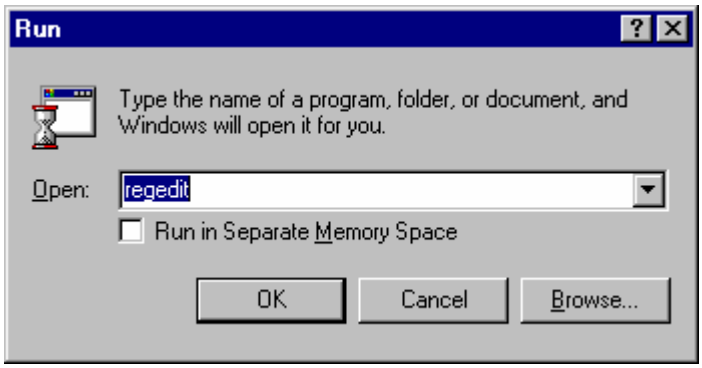
Go to Start→ Programs → Procurement Desktop → PD^2 Application Server (Database_Name). This will successfully launch the Application Server.

10.2.2 From the "Run…" Dialog Box

If the PD^2 Program group does not exist then the user can manually start the Application Server from the Run dialog box in the Start Menu. Go to Start→Run and enter the drive and directory location for the pd2asf.exe followed by the name of the Application Server in quotes.

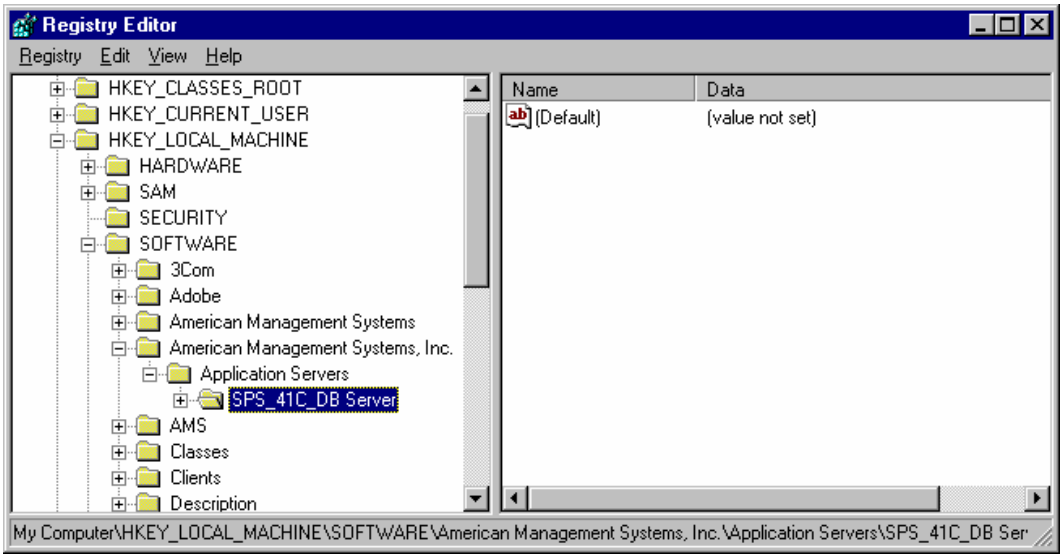


If the user does not know the name of the Application Server it can be found in the Registry. Have the user go to the Application Server and open the registry. They can do this by going to the Start Menu and open the "Run..." dialog box. When the dialog box opens enter the "regedit" command to open the registry.



When the Registry Editor opens have the user open these folders in the following order:

- HKEY_LOCAL_MACHINE
- SOFTWARE
- American Management Systems, Inc.
- Application Servers
- Application Server Name



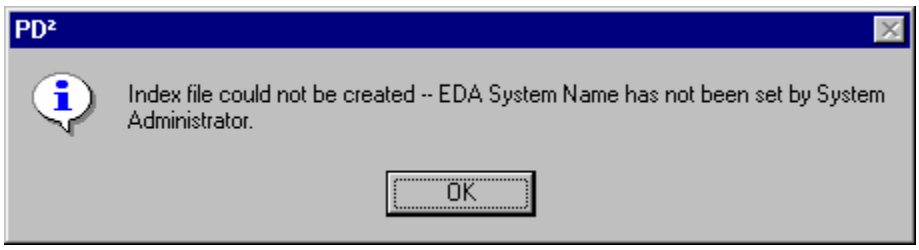
The value on the left under the "Application Servers" folder is the name of the Application Server.

Have the user enter this name for the Application Server in the "Run…" dialog Box. Once the user clicks OK the Application Server should open. If the Application Server fails to start then have the user reinstall it. Instructions for reinstalling the Application Server can be found in Chapter 12 of 4.1 Installation Guide.

11. Error: "Index File Could Not Be Created"

11.1 Problem

The system is attempting to create the PostScript and Index file for an award document and the following error message appears.



This error occurs when the EDA Site Id Number is not set in the sys_constant_ref table for the production database.

11.2 Verification

Have the user log into WISQL or SQL Advantage and connect to the production database. Once the user is connected have then run the following select statement.

```
select * from sys_constant_ref  where cnstnt_nm =
'edasiteid'
```

If this query produces no results then the database is missing their EDA Site ID.

11.3 Solution

Have the user run the following script in the production database.

```
insert into sys_constant_ref values (2, 119,
'edasiteid', '<EDA site id>', 'EDA Site Identification
Number (limited to 8 characters)', 1)
```

<EDA site id> = the designated site Id for EDA processing. Usually S+UIC.

Example:

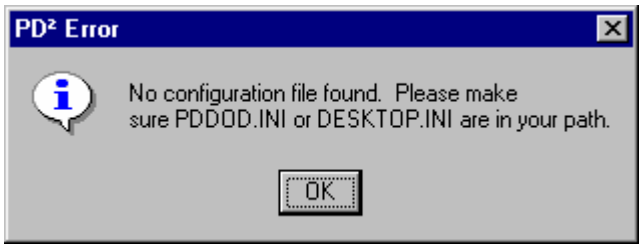
```
insert into sys_constant_ref values (2, 119,
'edasiteid', 'SM00001', 'EDA Site Identification
Number (limited to 8 characters)', 1)
```

At this point the user should be able to process the EDA PostScript and Index files.

12. Error: "No Configuration File Found"

12.1 Problem

User is attempting to run the Application Server and they receive the following error.

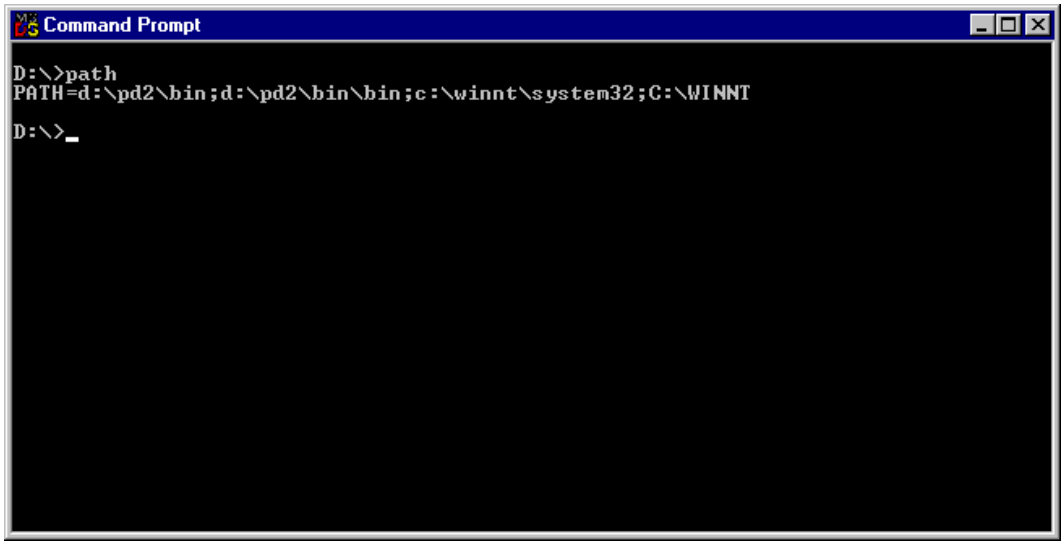


As of v4.1b the Application Server needs to have a pddod.ini file in the operating system's path in order to operate properly.

12.2 Solution

From the Application Server have the user search all drives for the pddod.ini file. If they cannot find a pddod.ini file then they can copy one from a client PC.

Once the user has located a pddod.ini file have the user log into MS-DOS on the Application Server and verify the path settings for the operating system. This can be done by typing the word "PATH" at the DOS prompt.

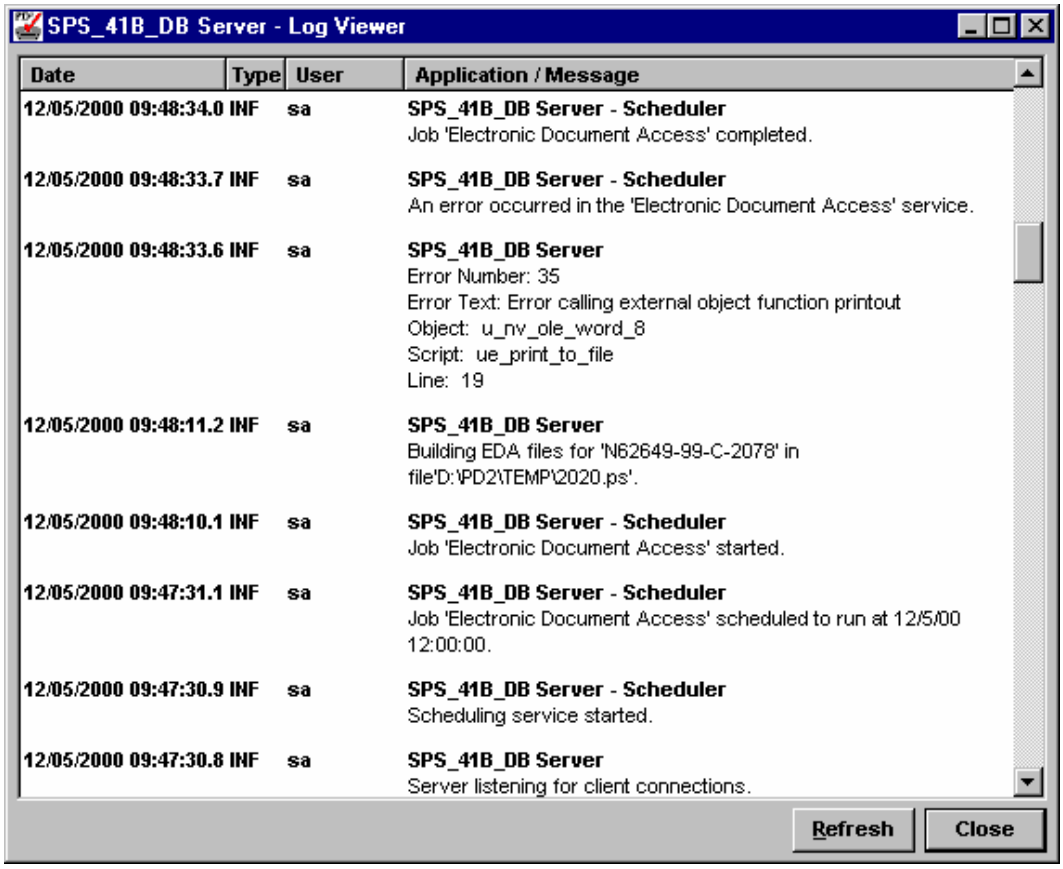


In the example above d:\pd2\bin and d:\pd2\bin\bin are directories in the path. Have the user copy the pddod.ini file to one of the directories listed in the path. Once this has been done the user should be able to run the Application Server.

13. Error Number 35: "Error Calling External Object Function Printout"

13.1 Problem

The user attempts to run the Application Server and an error reading "Error calling external object function printout" appears in the in the Application Server log.



This error occurs when the Application Server can not find an available printer.

13.2 Solution

From the Application Server have the user go to Start → Setting → Printers. When the Printers window opens verify that there is a printer installed. If not have the user add one.

Before: No Printer

After: Printer Added